

# Wharf 8 Venue Management Plan



Prepared by Sydney Harbour Wharf Management

# Contents

Introduction

Permitted Uses

Operational Times

Audio Management and Noise Control

Traffic Management

Signage

Waste Management

Statutory Body Relationship Management

Licensing

Security Management

Risk Management

Occupational Health and Safety

## Introduction

Since 1999 the Wharf 8 Overseas Passenger Terminal has been used to host events such as conventions, exhibitions and public entertainment and the like when the facility is not in use as a passenger terminal. During this period many special events, conferences, film shoots and product launches have been held within the venue with only very minor environmental impact. The environmental impacts of the use of the terminal as an event venue have been minimised through the strict adherence to the protocols and controls outlined in this venue management plan.

This Management Plan focuses on the safe and efficient running of the facility, the control of any on or off site impacts which would result from the proposed use and other operational aspects of staging events within the facility. Prospective hirers of the facility can download a copy of the Plan from our website to ensure that they are aware of the controls placed on use of the venue. It is the intention of Venue Management that the facility maintains its reputation as a good neighbour as well as its reputation as a premier event facility. In this regard particular attention is paid in this Plan to the control of noise emitted from the site during events in addition to the control of traffic access and egress of the site.

## Permitted Uses

The Wharf 8 Overseas Passenger Terminal may be used for exhibitions, conventions and like uses for the following types of events:

Trade show; exhibitions; product launch; conventions; advertising / PR event; auctions; craft market; sporting exhibition event; event car parking; animal exhibitions; cooking demonstration and food exhibition; amplified music; amusement rides; food and beverage preparation and consumption; and fund raising events.

The whole site is available for hire. Particular areas of the venue available for hire include the following:

- Cargo Area
- Customs Hall
- Arrivals Hall
- External Carpark
- Wharf Apron area

The maximum number of patrons in each area is limited as follows:

Cargo Area – 1266 persons

Customs Hall – 1233 persons

Arrivals Hall – 750 persons

## Operational Times

The venue is offered for hire for a 24 hour period from 7am on the day of hire (with early access subject to management approval) through to 7am the following day with bump out to be concluded no later than 4am.

All events are to be concluded by 12 midnight with all guests off site by 12.30am

Internal removal of equipment is then commenced and production staff will be advised to keep noise levels down during this time and when leaving the venue.

All on-site activity (apart from Cleaning) is to cease at 4am. Cleaning is permitted on site 24 hours per day.

Any amplified music in outdoor areas of the site is to cease at 8pm to minimise noise disturbance to nearby residents.

## Audio Management and Noise Control

A strict regime of audio level control for every event staged will be applied at Wharf 8. From client inquiry through to contracting and the actual event production, all parties will be advised of the maximum sound levels that are acceptable within each area of the venue. This requirement is critical to ensuring that Wharf 8 maintains its reputation as a good neighbour and does not impact significantly on surrounding sensitive uses.

All parties are advised of the maximum (85Db at the audio control desk) level that is acceptable at the venue.

During events Venue Management and or Security will ensure that these levels are not exceeded using a Db meter.

Events which require amplified music volume shall be held in either the Customs Hall or the Arrivals Hall. Use of the Cargo Area for such events, is not considered appropriate

given that the area is acoustically weak as it includes louvres and large doors which allow for noise penetration. Events requiring music not louder than background music are appropriate in the Cargo Area.

In the external areas of the site potentially noisy activities such as public announcements and un-amplified music should occur primarily during the day. Such events can extend to 8pm in the evening but must cease at this time to minimise noise disturbance to nearby residences.

Amusements rides are only to be located either within the building or on the hard stand area immediately to the west of the building and must cease by 8pm. There is however an opportunity for the Venue Manager to allow amusement rides, in conjunction with an event, to operate until 12 midnight. Such an allowance can only occur up to three (3) times in any calendar year and is subject to compliance with other procedures in this plan (such as notifying residents and Sydney City Council). Hirers will need to notify the Venue Manager if proposing to include the extended amusement ride hours as part of their event proposal when inquiring about site availability. No excessively noisy amusement rides such as roller coasters are permitted on site.

Amplified music, with the exception of low-level background music or controlled amusement ride music, is not allowed in the external areas of the site after 8.00pm.

All external doors are to remain closed during events requiring amplified music volumes.

The venue manager or hirer will be required to notify Government Agencies and immediate residential properties of details of amusement rides occurring after 8pm a minimum of fourteen (14) days prior to the commencement of the event. The notification will include a contact name and number of a nominated person who will be responsible for addressing any concerns with the event.

## Traffic Management

To ensure that use of the facility as a exhibitions, conventions and like uses does not negatively impact on local traffic conditions or endanger guests or members of the public, a traffic management plan will be prepared and implemented for each event. If required, the venue manager will engage a suitably trained Security Officer (eg Lewis Group Services) to undertake traffic management in accordance with the developed traffic management plan in order to control ingress to and egress from the site during events.

The onsite 190 space carpark will be managed through the placement of security personnel at positions within the Terminal's carpark to control traffic flow and speed of vehicles. Key principles that will be adopted for traffic management plan are as outlined below:

- Guest vehicles and buses to utilise separate access points;
- All vehicles to enter and leave the site in a forwardly direction;
- No queuing will be allowed on Hickson Road with all queuing to be on site.

In addition the promoter of each event will encourage patrons to use public transport to access the site.

Depending on the nature of the event hirers will be required to notify the Rocks Police Station and Government Agencies and outline the nature of the event and what impact it could have on the surrounding area. Where necessary this notification would be expanded to include local stakeholders.

## Signage

Hirers will be permitted to erect temporary signage (ie directional and identification signage) internally and around the perimeter of the site. Signage visible externally to the site could be banner signs erected on existing fence lines and light poles as outlined in the approved signage plan. This signage plan includes the approximate location and maximum dimensions of temporary signage as listed below:

- Eastern fence line (Hickson Rd) - maximum size 1.9m high by 10m wide;
- Carpark light poles (flag style banner) - maximum 4.5m high by 1.5m wide;
- Southern fence line (facing King Street Wharf) - maximum 1.9m high by 3m wide;
- Western fence line (facing Darling Harbour Wharf) - maximum 1.9m high by 10m wide.

Signage can be erected up to three days prior to the event but must be removed within 24 hours of the completion of the event. Proposed signage for an event which does not comply with the approved signage plan would require separate development approval.

## Waste Management

Waste Management is a critical part of the overall event management strategy. During events cleaners will be engaged to clean the facility at a ratio of 1 cleaner per 200 guests.

Waste skips are located on site and are supplemented within with additional skips and bins depending on the size and type of event. During events the on-site Venue Manager will closely monitor the waste management situation. Waste skips will be emptied by a licensed contractor between normal working hours (contractor working hours) Monday - Friday on a regular basis or as required by the Venue Manager.

No waste from events will be discharged into the storm water drains and all cooking oils will be removed from the site upon completion of the event to a licensed disposal facility when required.

For exhibition style events clients will be advised that no handbills are to be distributed off-site or in the immediate vicinity of the venue.

## Statutory Body Relationship Management

Due to the high profile of some events, the venue Manager will proactively work with Sydney Ports Corporation, Sydney Harbour Foreshore Authority, NSW Police and the Department of Transport to minimise the impact that an event could have on the precinct, residents and businesses.

## Licensing

Under current Venue Management guidelines all events serving alcohol at Wharf 8 are required to appoint a 'Gold Licence Caterer'. Currently Wharf 8 has twelve (12) preferred caterers who as part of the agreement with the sites current venue managers must demonstrate their commitment to Responsible Service of Alcohol Guidelines as stipulated under the Act.

Managed by the Restaurant and Catering Association of New South Wales the Gold Licence ensures that the highest standard of hospitality management are observed covering aspects such as Responsible Service of Alcohol, Workers Compensation and current Health Regulations.

The Rocks Police Licensing and the current venue managers of Wharf 8 have implemented a reporting system that entails a report outlining the licensee for the event, their licence number and on-site contact details being sent to The Rocks Police Licensing 14 days prior to any event.

During events the service of alcohol and the consumption of alcohol by guests will be closely monitored by the on-site Venue Manager in cooperation with the catering representative, Security and the contracted client.

## Security Management

Security personnel will be provided for events in accordance with the sites current Place of Public Entertainment Licence.

In addition in 2002 Close Circuit Television were installed at the main entrances to the venue and the Wharf 8 car park. This facility assists in identifying access breaches and on-site event management.

## Risk Management

Venue Management will take a proactive risk management approach in relation to the staging of events. All clients will be required to ensure that their suppliers comply to current Workcover and Occupational Health and Safety regulations and guidelines and to supply work method statements when required by Venue Management.

Prior to any event, clients will be required to submit detailed plans of their proposed set up and a complete list of suppliers working within the event. The venue managers of Wharf 8 will then review these plans to ensure that all Fire and Emergency Exits are not compromised and that any proposed staging or lighting plans do not compromise the safety of guests, staff or the venue itself.

Each area of event production is covered within the aspects of the contract and the minimum standards that all clients and suppliers are to adhere to. In relation to the operation of various plant equipment on-site Wharf 8's Venue Manager will require evidence of the operators licence or ticket to operate that specific piece of machinery.

## Occupational Health and Safety

The venue managers of Wharf 8 will be responsible to ensure that the site meets all relevant occupational health and safety guidelines with requirements included in contracts of venue hire. In addition a comprehensive Fire and Emergency Evacuation Plan has been developed for the venue. Prior to any event all Security Personnel are verbally briefed on their role during and following an event. The plan addresses each of the venue spaces within the Terminal and provides a step by step guide of what to do in an emergency.

For larger events the Event Organiser is to engage St Johns Ambulance to deal with any First Aid issues that may arise.